

	2014	2015	2016	2017 Jan&Feb Only
AVERAGE CALLS ANSWERED PER MONTH*	85,236	92,993	92,056	90,645
AVERAGE TALK TIME	05:29	05:43	05:37	06:08
ONE CALL RESOLUTION	73.3%	73.0%	74.4%	79.5%

* Calls answered in Level 1 queues by Level 1 Call Agents and Level 2 Call Agents who may assist when call demand is high.

AVERAGE CALLS ANSWERED PER MONTH*	2014	2015	2016	2017 Jan&Feb Only
Greensboro	N/A	**	33,310	33,411
Raleigh	**	**	9,972	9,291
Rocky Mount	**	**	36,446	35,659

* Calls answered in Level 1 agents only.

** Call data maintained differently prior to 2016.

Average Answer Speed***	07:45	02:45	:27	:48
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*** The IVR distributes calls to the first available agent regardless of location; therefore the Average Answer Speed is not measured by location.